



iMedAlert iPhone App User Manual

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Preface

This user manual describes how to use the Rescue Dispatcher app for iPhone. Rescue Dispatcher is a powerful and easy to use Medical Alert application for the iPhone that enables you to call emergency services, activate an alarm or send a distress email or text message in case of a medical emergency.

Rescue Dispatcher is intuitive and very easy to use. But even if you can figure out most of the functionality of the app on your own, this guide is here to help when you can't.

Some of the most valued features of the app are

- Distress Alarm/Alert
- Send emergency SMS or email
- Send location information
- Send medical profile
- Call emergency services

Privacy

The personal information you enter into your iPhone Rescue Dispatcher app remains on your iPhone. Your personal Rescue Dispatcher app information cannot be accessed by International Specialties, its associates or any unauthorized third parties.

User Guide Conventions

This guide uses the following conventions:

Boldface type is used to indicate items you tap or select. This includes buttons, menu items, keyboard keys, and icons.

When screenshots are displayed, any instructions for working with the functionality displayed in that screenshot follows *below* the screenshot.



Location of the app on your iPhone

After downloading the app from the iTunes App Store, you will see the Rescue Dispatcher logo.

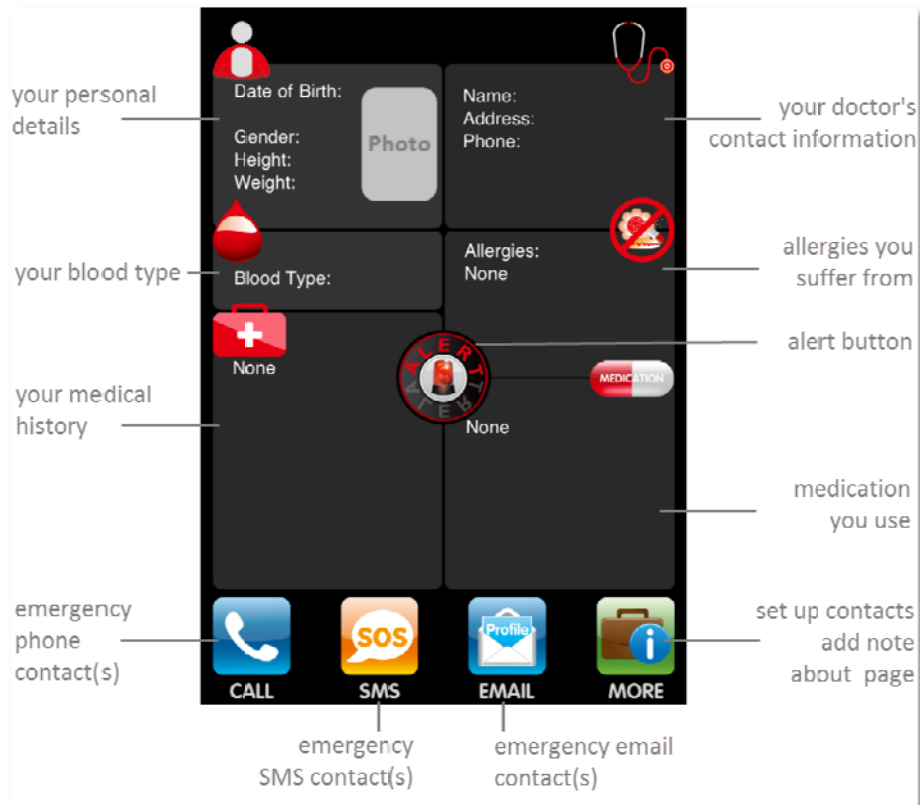
The best place for the Rescue Dispatcher app is the main home screen or the iPhone dock area (the area with the four permanently visible apps at the bottom of every screen). You could be losing valuable seconds if you have to search for the location of the app in case of an emergency. **Make sure you know exactly where the app is located on your iPhone** and don't bury the app in a folder.

Note: if you want Rescue Dispatcher to be available on all your iPhone's screens, see [Adding Rescue Dispatcher to the iPhone dock area](#).

First time use and setup

To be able to use the app in case of an emergency you will have to set it up first. This chapter will explain how to enter your personal information, the contact information of your family doctor, your blood type and medical history, any allergies you may have, and any medication you take (if applicable).

When you open the app for the first time, you will see the main screen as shown in the following image.



Setting up your personal information



To set up your personal information, first tap the gray area of the **Photo**. Adding a photo is important as it will help medical staff and emergency personnel identify you as the person the information in the app applies to.

You will be asked to **take a new photo** or **choose an existing photo** from your photo gallery. The photo will be added to the personal information section.

Now tap to the left of the photo. The following screen will open for you to enter your name, date of birth, gender, etc.

The image shows two versions of the 'Personal' form. The left form is the initial state with empty fields. The right form shows the form after data has been entered. A blue arrow indicates the transition from the initial state to the filled state.

- If you have your own contact information stored on your iPhone, tap the **Contact** button in the upper right-hand corner to open your list of contacts. Select yourself from the list of contacts. Your names and title (if available) will be copied to the first 4 fields of this screen.
- If you do not have your own contact information stored on your iPhone then enter your title and names into this screen manually. Be as specific as possible. The more information emergency personnel and medical staff have about you, the better they can help you.
- Select your gender by tapping the correct button.
- Enter you date of birth, height and weight by tapping in the fields and selecting or entering the data.

Tap **Save** to confirm. You will be returned to the main screen of the app and your personal information will be shown as in the following image.

The image shows a user profile card. The name 'Ms. Hillary M. Johnson' is at the top. Below it, on the left, are the fields: Date of Birth: 03/19/1964, Gender: F, Height: 5' 6", and Weight: 131lbs. On the right is a small photo of a woman. To the right of the photo are the fields: Name:, Address:, and Phone:.

Setting up the contact details of your family doctor



To set up the contact details of your family doctor, tap the section with the stethoscope in the upper right-hand corner of the main screen.

The following screen will open.

Family Doctor

Name Contact

Title

First

Last

Middle

Address

Street

City

State / Province

Zip / Postal Code

Country

Phone

Family Doctor

Name Contact

Title

First

Last

Middle

Address

Street

City

State / Province

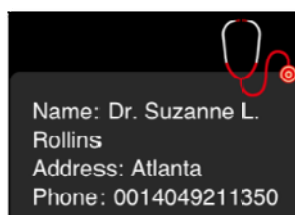
Zip / Postal Code

Country

Phone

- If you have the contact details of your family doctor stored on your iPhone, tap the **Contact** button in the upper right-hand corner and select the contact from the list. Your doctor's names, title, address details and phone number (as far as available in your contact list) will be copied to this screen. Add any relevant information that is still missing.
- If you do not have the contact information of your family doctor stored on your iPhone then enter the information here manually. Fill out as much information as possible. The more information you have available in case of an emergency, the easier it will be to contact/locate your doctor.

Tap **Save** to confirm. You will be returned to the main screen of the app and the contact information of your family doctor will be shown as in the following image.



Setting up other important information about you

Rescue Dispatcher allows you to store other important medical information about yourself, such as your blood type, allergies, any medication you use, and your medical history. A screen print of the main screen with all the important information filled out is shown at the end of this chapter.

Blood Type



To add your blood type information, tap the area with the icon of the blood drop. A screen will open with a list of all blood types. Tap to select your blood type. The screen will close and you will be returned to the main screen of the app.



Medical History



To add your medical history information, tap the area with the icon of a suitcase. The following screen will open.



ADDING AN ITEM

To add an item:

1. Tap in the **Add new item** box to bring up your keyboard.
2. Write the information about important medical events that may have an impact on your treatment.
3. Press the **Return** key on your keyboard to add the information.
4. Tap **Save** to store the information and exit the screen.

DELETING AN ITEM



To delete an item, tap the red icon with the minus symbol next to that item. A **Delete** button will appear on the right of the item. Tap **Delete** to remove the item from the list. Tap **Save** to confirm deletion and exit the screen.

REORDERING ITEMS

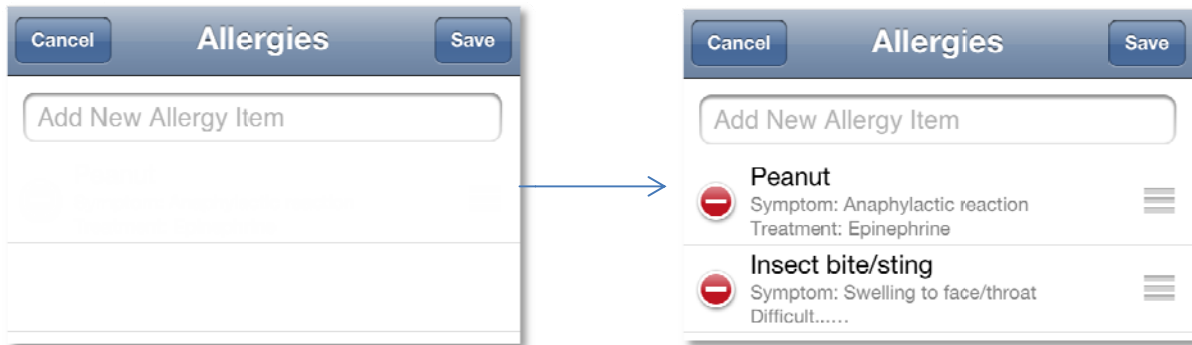


To change the order of the items that make up your medical history, press down on the icon with the three lines on the right of the item and drag it to the desired position. Tap **Save** to store the new order and exit the screen.

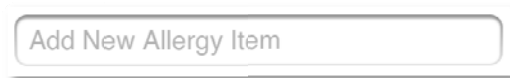
Allergy Information



To add allergy information to the app, tap the icon with the flower and the pill/capsule. The following screen will open.



ADDING AN ITEM



To add an item:

1. Tap in the **Add New Allergy Item** box to bring up your keyboard.
2. Type the information about important allergies that may have an impact on your treatment.
3. Press the **Return** key on your keyboard to add the information. The **Allergy Detail** screen will open.
4. Add a description of the **symptoms** of the allergic reaction and the **treatment**.
5. Tap **Done** to store the information and exit the screen.
6. Tap **Save** to return to the main screen.

DELETING AN ITEM



To delete an item, tap the red icon with the minus symbol next to that item. A **Delete** button will appear on the right of the item. Tap **Delete** to remove the item from the list. Tap **Save** to confirm deletion and exit the screen.

REORDERING ITEMS

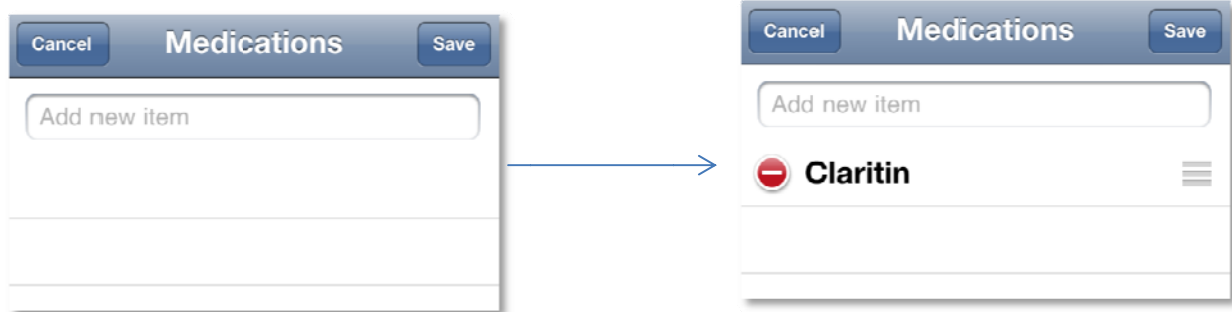


To change the order of the allergies you have added here, press down on the icon with the three lines on the right of the item and drag it to the desired position. Tap **Save** to store the new order and exit the screen.

Medication



To add information about any medication you use, tap the area with the icon of a pill/capsule. The following screen will open.



ADDING AN ITEM

To add an item:

1. Tap in the **Add new item** box to bring up your keyboard.
2. Type the information about important medication that you use and that may have an impact on your treatment.
3. Press the **Return** key on your keyboard to add the information.
4. Tap **Save** to store the information and exit the screen.

DELETING AN ITEM



To delete an item, tap the red icon with the minus symbol next to that item. A **Delete** button will appear on the right of the item. Tap **Delete** to remove the item from the list. Tap **Save** to confirm deletion and exit the screen.

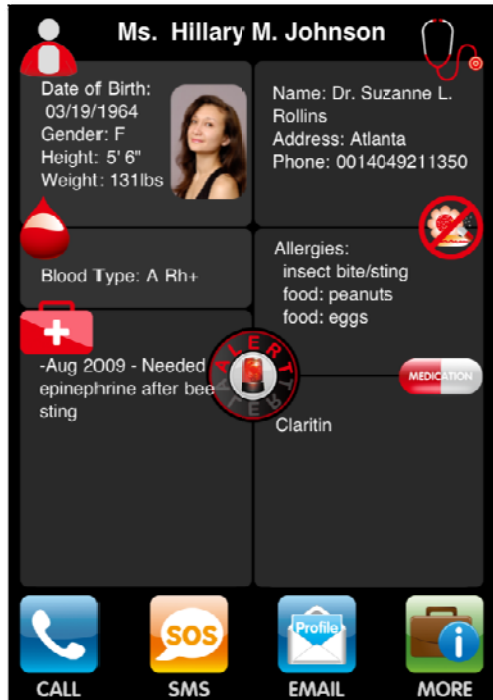
REORDERING ITEMS



To change the order of the medication you have added here, press down on the icon with the three lines on the right of the item and drag it to the desired position. Tap **Save** to store the new order and exit the screen.

Overview of the Rescue Dispatcher app after set up

This is an example of what a Rescue Dispatcher main screen may look like after all the information has been set up.



Setting up your contacts for emergency Calls, SMSes, and Emails

With Rescue Dispatcher you can quickly send emergency emails and SMSes or make an emergency phone call to predefined contacts.

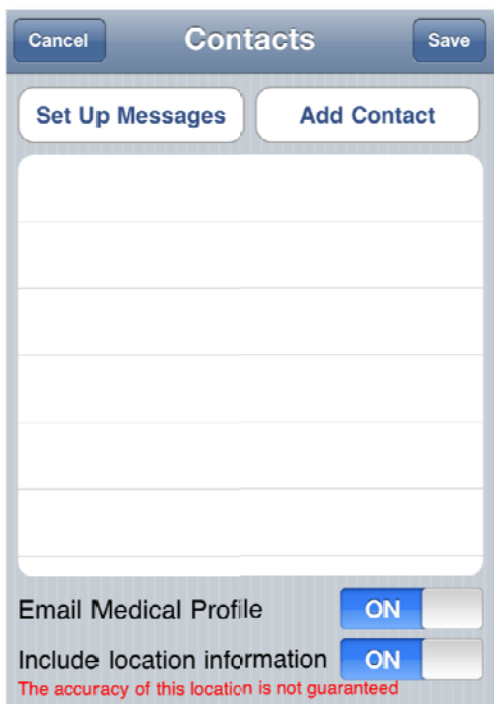


To add contacts for calls, SMSes, and emails, tap **MORE** in the bottom right-hand corner of the main screen.

A list of options will be displayed.



From the list of options, choose **Set Up Contacts**. The following screen will open.



Tap **Add Contact**. The **Contact Info** screen will open.

Contact Info

Cancel Save

Contact

Name

Phone

Email

Use for Call ☒ ON

Use for SMS ☒ ON

Use for Email ☒ ON

- If you have the contact details of your emergency contact stored on your iPhone, tap the **Contact** button in the upper right-hand corner and select the contact from the list. The name, phone number and email address of your contact (as far as available in your contact list) will be copied to this screen. Add any relevant information that is still missing.
- If you do not have the contact information of your emergency contact stored on your iPhone then enter the information here manually. Fill out as much information as possible. The more ways you have to reach your contact, the greater the possibility that you will receive the help you need in time.

Repeat this for every emergency contact you want to add.

For every contact you add, select if you want to use that contact for emergency calls, emergency SMSes or emergency emails (or any combination of the three)

NOTE: When you turn **Use for SMS** or **Use for Email** on for a contact, that contact will automatically be added to the recipients of any emergency SMS or email you send.

TIP: You are strongly advised to add the country code to all your emergency contacts' phone numbers. That way your calls and SMS messages will also go through when you are abroad.

Including your Location Information

Include location information ☒ ON

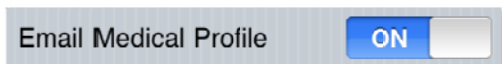
The accuracy of this location is not guaranteed

You are strongly advised to always include your location information in your emergency SMS or email because it can help people locate you quicker. If you are injured or simply don't know where you are, this feature can make all the difference. Note that it is turned on by default.

To include or exclude location information in your emergency SMS or email, tap **MORE** on the main screen, then tap **Setup Contacts** and set the switch at the bottom of the screen to **ON** or **OFF**.

Note that the accuracy of the location information cannot be guaranteed.

Emailing your Medical Profile



You are strongly advised to include your medical profile in your emergency email because it can help the people treating you make better decisions regarding your treatment. If you are injured or unable to explain what happened to you, this feature can make all the difference. Note that it is turned on by default.

To include or exclude your medical profile information in your emergency email, tap **MORE** on the main screen, then tap **Set Up Contacts** and set the switch at the bottom of the screen to **ON** or **OFF**.

TIP: Add yourself as an emergency contact and send yourself an emergency SMS and email to understand how the app works and what the information looks like to the person who receives it.

Setting up your messages for emergency SMSes and Emails

When you find yourself in an emergency situation, you may not have time to type an email or SMS so you will need to set up your messages in advance.

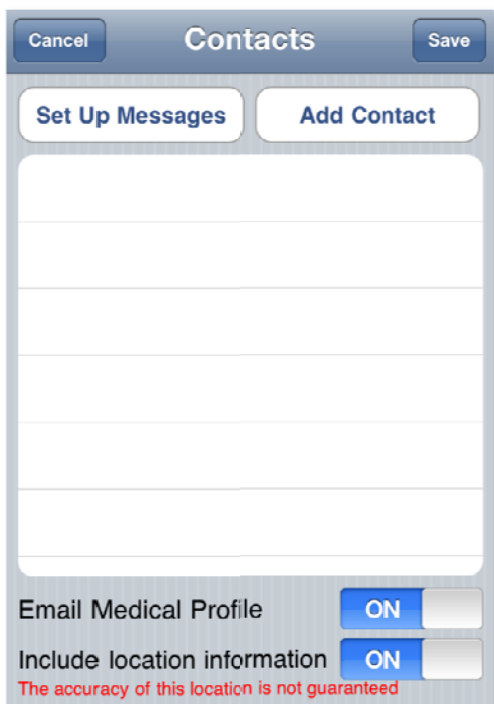


To set up your emergency messages, tap **MORE** in the bottom right-hand corner of the main screen.

A list of options will be displayed.



From the list of options, choose **Set Up Contacts**. The **Contacts** screen will open.



Tap **Set Up Messages**. The **Messages** screen will open.

The screenshot shows a mobile application interface titled "Messages". At the top, there are two buttons: "Cancel" on the left and "Save" on the right. Below the title bar, there are two sections. The first section is labeled "SMS" and contains a large, empty white rectangular text input box. The second section is labeled "Email" and contains a smaller white rectangular text input box, followed by a larger white rectangular text area for the email body.

Setting up your emergency SMS text

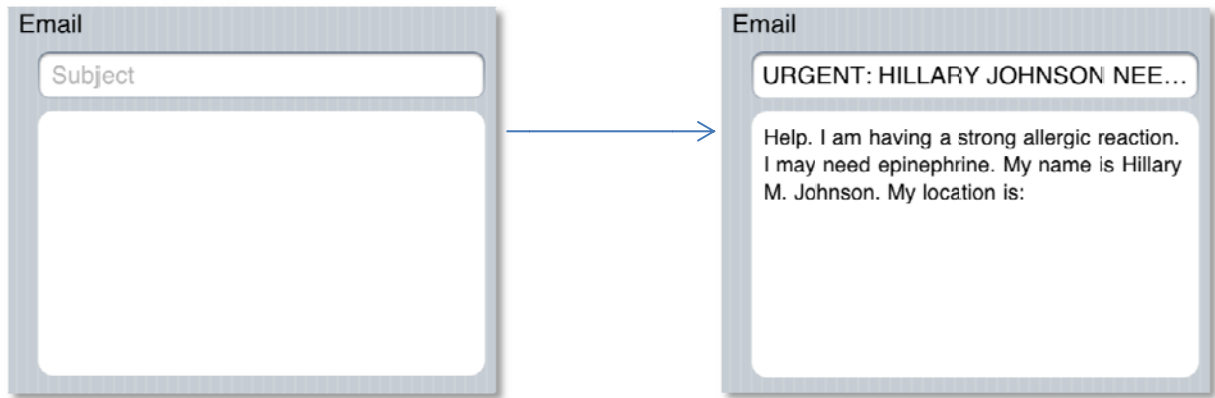
To set up your emergency SMS message, type your message in the SMS box.

The diagram illustrates the process of setting up an emergency SMS message. On the left, there is a box labeled "SMS" containing an empty white text input field. A blue arrow points from this box to a second box on the right, also labeled "SMS". This second box contains a white text area with the following text: "Help. I am having a strong allergic reaction. I may need epinephrine. My name is Hillary M. Johnson. My location is:".

Include important information such as your name. Note that your location information will be included automatically if you have set Rescue Dispatcher to [Include location information](#).

Setting up your emergency email text

To set up your emergency email message, type the message subject in the **Subject** box.



Make sure the subject is attention grabbing. Remember that many people have set their email programs to show the subject line of emails as a pop up message.

In the body of the email, include important information such as your name and possible reasons for this message. Note that your medical profile and location information will be included in the email automatically if you have set Rescue Dispatcher to [Include location information](#) and [Email Medical Profile](#).

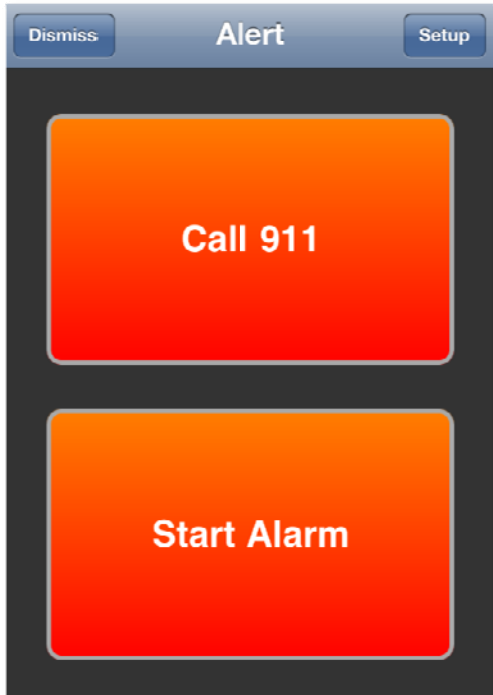
TIP: To test if you have set up the app correctly, it might be a good idea to add yourself as an emergency contact and send an emergency SMS and email. Familiarizing yourself with the app can save you valuable seconds in situations when every second counts.

Setting up emergency services information

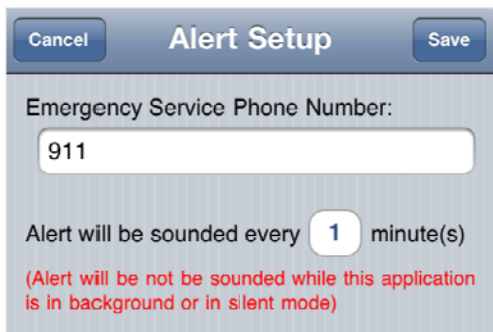


To be able to use Rescue Dispatcher to call emergency services, you will have to make sure it is set up with the correct number for your country.

Tap the **ALERT** button in the middle of the main screen. The following screen opens.



Tap **Setup**. The **Alert Setup** screen opens.



Enter the Emergency Service Phone Number for your country.

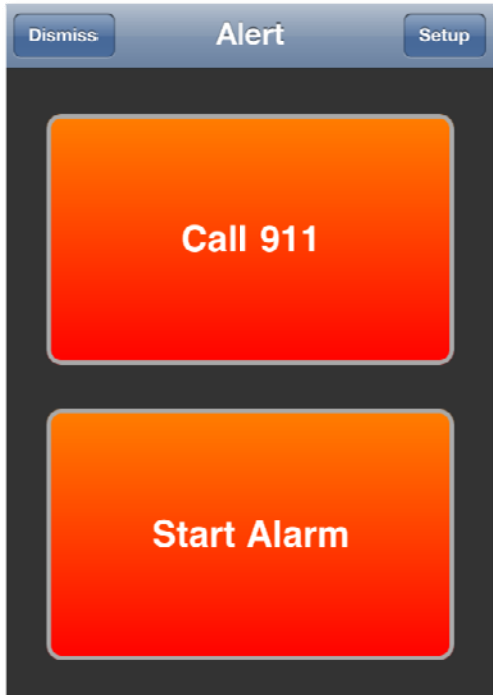
TIP: You should change this number when you go on holiday to a country with a different emergency services number.

Setting up the Rescue Dispatcher Alert

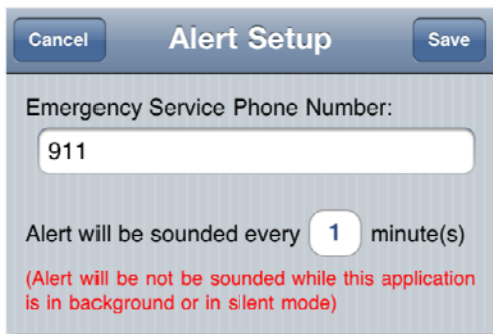


To set the Rescue Dispatcher alert interval, tap the **ALERT** button in the middle of the main screen. The following screen opens.

Please make sure your iPhone is not in silent mode, or the alert will not sound.



Tap **Setup**. The **Alert Setup** screen opens.



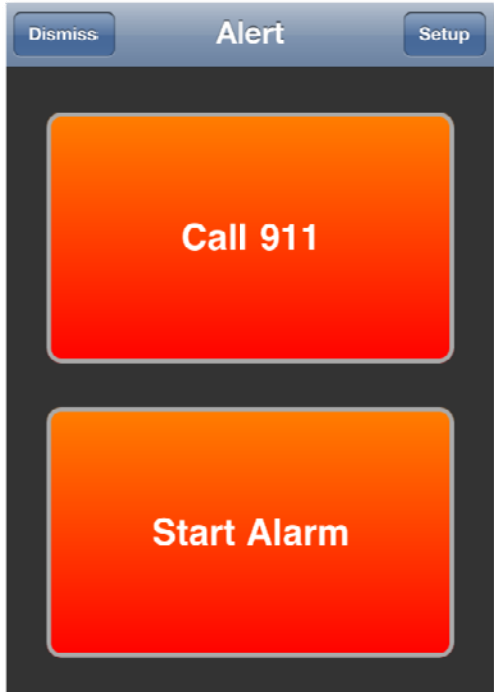
Tap the number of minutes to bring up a list from 1 to 5 minutes intervals. Tap to select the interval of your choice and then tap **Save** to close the screen.

Calling Emergency Services



To call emergency services, simply tap the **ALERT** button in the middle of the main screen.

A new screen with two big buttons will open.



Tap the top button to call emergency services. Note that the number may be different for different countries.

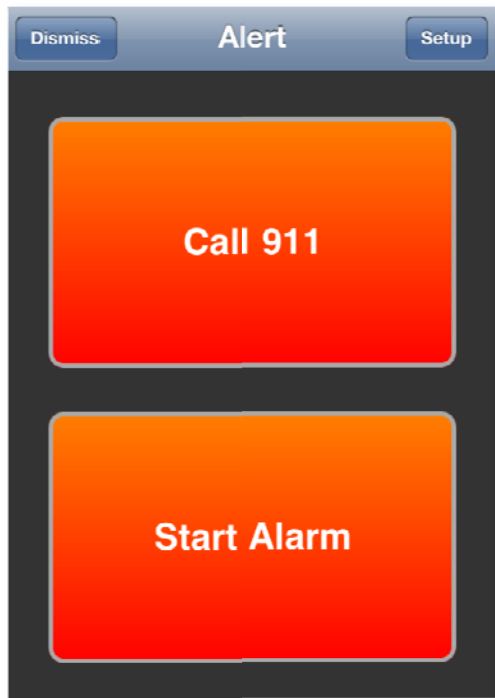
Activating the Rescue Dispatcher Alert



To activate the Rescue Dispatcher alert, simply tap the **ALERT** button in the middle of the main screen.

Please make sure your iPhone is not in silent mode, or the alert will not sound.

A new screen with two big buttons will open.



Tap **Start Alarm** to activate the alert. The alert will sound at the interval you have set up for it.

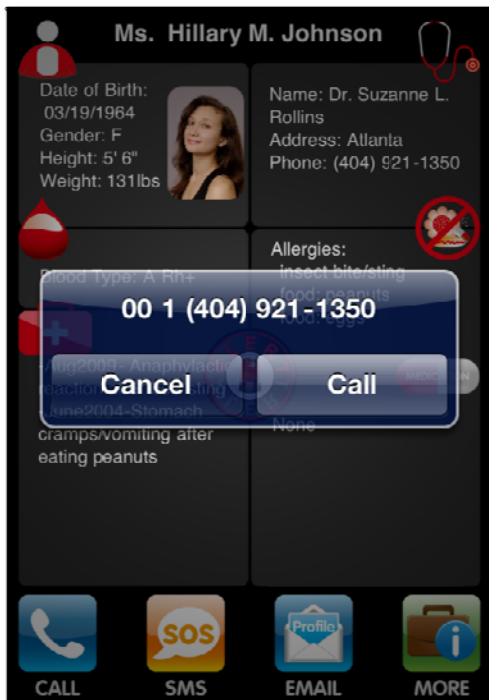
The button will change to say **Stop Alarm** so tap it again at any time to stop the alarm.

Calling your Emergency Contact(s)



To call your emergency contact(s) in case of an emergency, tap **CALL** at the bottom of the main screen.

If you have multiple emergency phone contacts set up, you will see all their phone numbers. Select a number and then tap **Call**. If you have only one emergency phone contact set up, just tap **Call**.

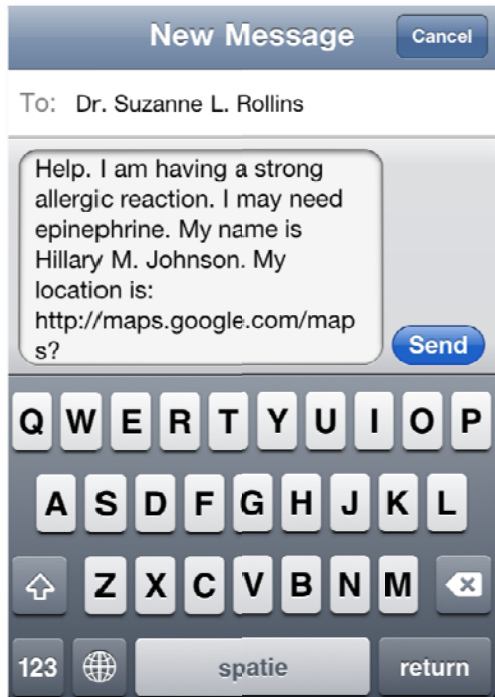


Sending an SMS message to your emergency contact(s)



To send an SMS to your emergency contact(s), tap **SMS** at the bottom of the main screen.

A new message will open containing the text you have set up for it. If you are capable and it is necessary, you can change the message text.



Tap **Send** to send your message. Note that the list of recipients will contain all contacts for whom you have indicated they should be used as an emergency SMS contact.

Sending an email message to your emergency contact(s)



To send an email to your emergency contact(s), tap **EMAIL** at the bottom of the main screen.

A new email message will open containing the text you have set up for it. If necessary,

you can still change the email text before sending the message.

As you can see in the image on the left, the email also includes all the information you have set up in the app, such as your profile, the name and address of your doctor, your medical history, allergies, blood type, etc.

Tap **Send** to send your message. Note that the list of recipients will contain all contacts for whom you have indicated they should be used as an emergency email contact.

Cancel
help
Send

To: srollins@gprollins.com

Cc/Bcc, From: hillaryjohnson@gmail.com

Subject: URGENT: HILLARY NEEDS HELP

Help. I am having a strong allergic reaction. I may need epinephrine. My name is Hillary M. Johnson. My location is:
<http://maps.google.com/maps?q=+52.38409884,+4.63472147>

Profile
Name: Ms. Hillary M. Johnson
Gender: F
Date of Birth: 03/19/1964
Height: 5' 6"
Weight: 131lbs

Family Doctor
Name: Dr. Suzanne L. Rollins
Address: 285 Boulevard NE # 640,
Atlanta GEORGIA, 30312, United States
Phone: 0014049211350

Blood Type: A Rh+

Allergies
insect bite/sting
food: peanuts
food: eggs

Medications
None

Histories
Aug2009- Anaphylactic reaction after bee sting
June2004-Stomach cramps/vomiting after eating peanuts

Adding Rescue Dispatcher to the iPhone dock area

By adding Rescue Dispatcher to your iPhone dock area, you make sure that you will never have to search for it in case of an emergency—it will be accessible from any screen you're currently on.

Adding Rescue Dispatcher to the dock area is easy:

1. Press a finger down on the Rescue Dispatcher app until all icons start to wiggle
2. If you already have four apps in your dock then first drag one of the apps from the dock area to the home screen
3. Next drag Rescue Dispatcher to the dock area
4. Press the home button once to stop the icons from wiggling

